



DEPARTMENT OF VETERANS AFFAIRS  
Veterans Health Administration  
Washington DC 20420

Dear Veteran,

The Veterans Health Administration wants to give you the best healthcare possible, but we need your help. Only you can tell us how we are serving you and in what ways we can serve you better. The VHA has partnered with Synovate, a well-known survey firm, to conduct an important survey.

Your answers to the survey will not affect your eligibility for VA benefits. Your survey answers will be anonymous and will only be combined with answers from other veterans in all reports. No participant's individual survey responses will be identified to their medical facility or to any member of their health care team.

If you have specific comments about the care you receive at your facility please contact the facility's Patient Advocate. If this does not resolve your issue, contact the Medical Center Director who has a process to help with your concerns.

*If you have questions about your health care benefits or claims please call the number below.*

Questions about health care benefits or claims: 1-877-222-8387

Questions about other VA benefits: 1-800-827-1000

Please return only the survey in the return envelope provided. Any other correspondence included in the envelope will be forwarded to the Office of the Medical Center Director at your facility.

If you would like to see the results of the survey for all veterans who get care at the facility where you receive care, please contact staff at your local VA facility.

We look forward to hearing from you and thank you for helping us to understand your opinion.

Sincerely,

VHA Office of Quality and Performance Survey Team